

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 30 NOVEMBER 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

61 IDHS CHD Total Tickets Logged

40 AFDI Tickets Logged
 9 Broadsword Tickets Logged
 0 CSE-SS Tickets Logged
 12 ISSE Tickets Logged

29 IDHS CHD Tickets Brought Forward

6 AFDI Tickets Brought Forward
 6 Broadsword Tickets Brought Forward
 1 CSE-SS Tickets Brought Forward
 16 ISSE Tickets Brought Forward

90 IDHS CHD Tickets In The System

46 AFDI Tickets In The System
 15 Broadsword Tickets In The System
 11 CSE-SS Tickets In The System
 28 ISSE Tickets In The System

61 IDHS CHD Tickets Completed

35 AFDI Tickets Completed
 11 Broadsword Tickets Completed
 1 CSE-SS Tickets Completed
 14 ISSE Tickets Completed

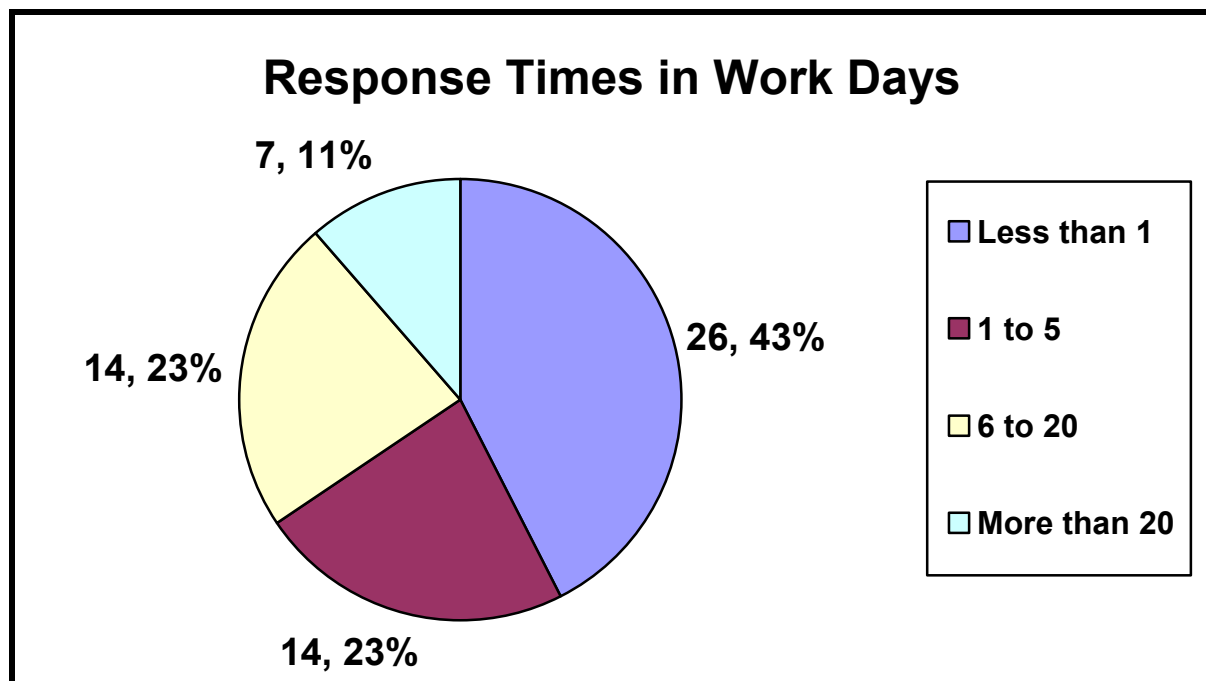
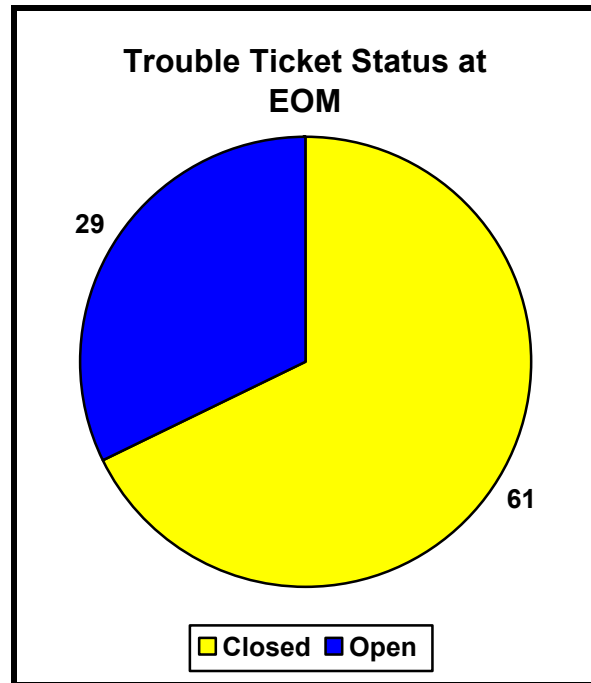
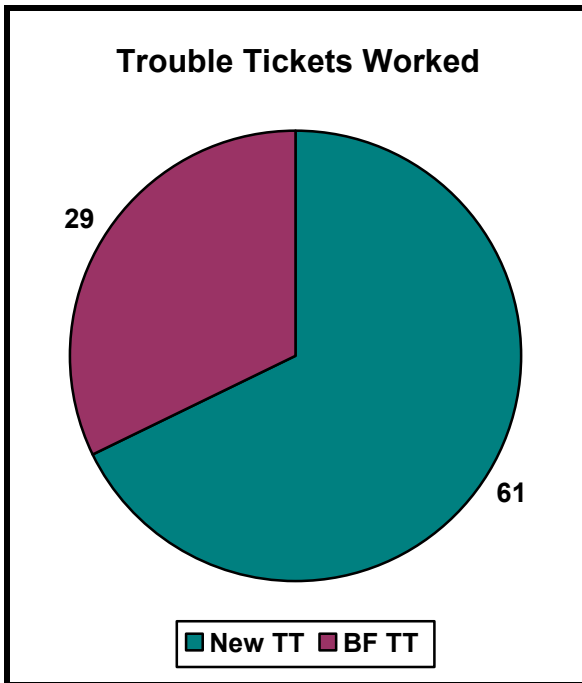
29 IDHS CHD Open / Brought Forward To Next Period

11 AFDI Tickets Open / Brought Forward To Next Period
 4 Broadsword Tickets Open / Brought Forward To Next Period
 0 CSE-SS Tickets Open / Brought Forward To Next Period
 14 ISSE Tickets Open / Brought Forward To Next Period

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>Overall (Total)</i>	26	14	14	7
<i>AFDI</i>	18	6	7	4
<i>BSWD</i>	4	4	3	0
<i>CSE</i>	0	0	0	1
<i>ISSE</i>	4	4	4	2

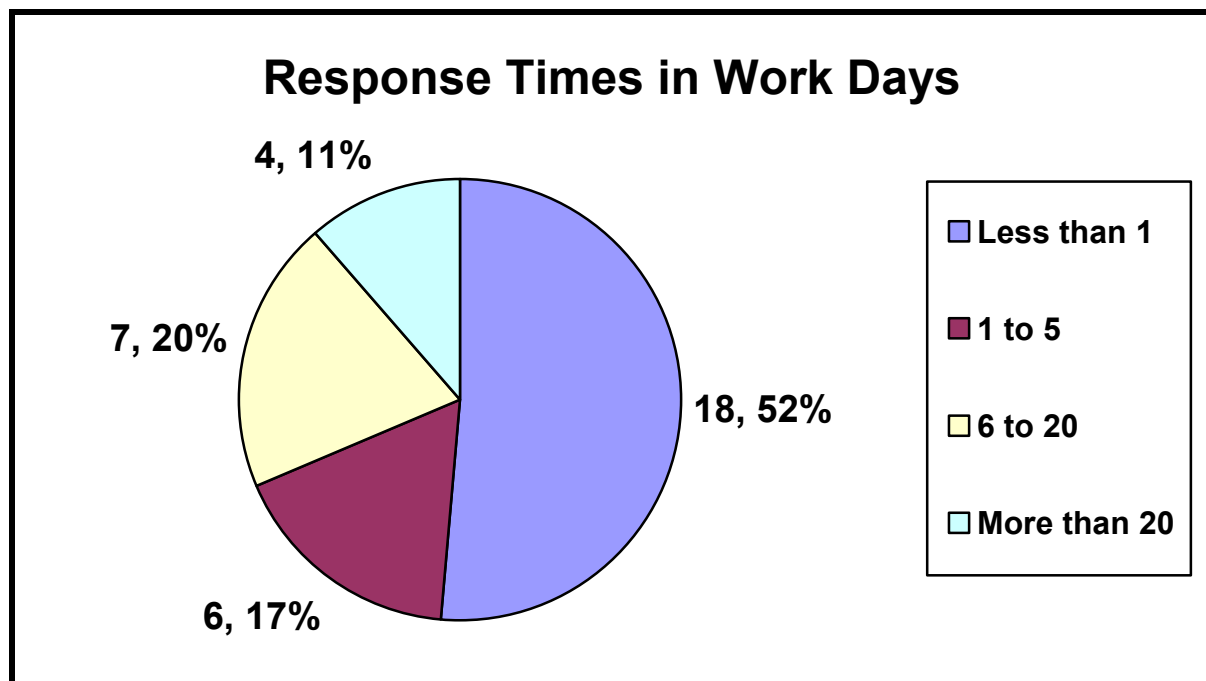
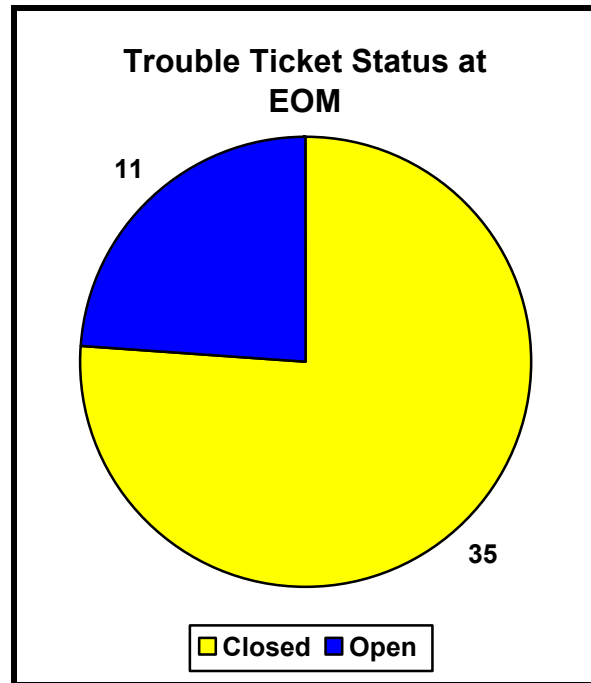
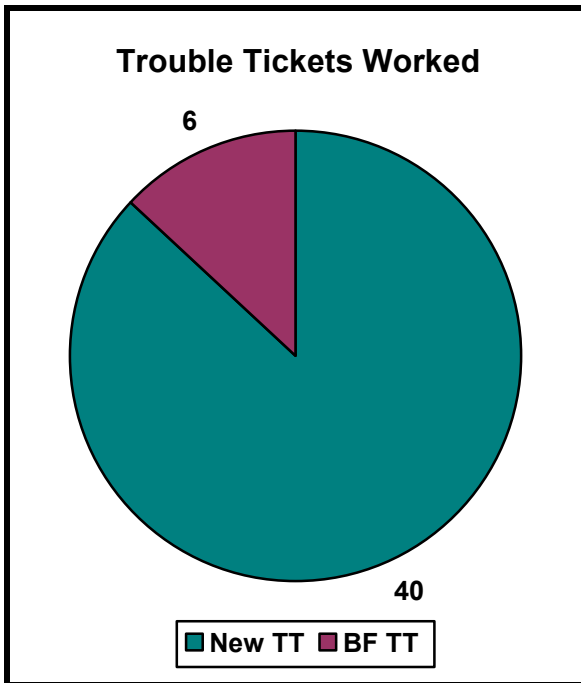
IDHS CHD OVERALL

61 Total Tickets Logged
29 Tickets Brought Forward
90 Tickets In The System
61 Tickets Completed
29 Tickets Open / Brought Forward To Next Period



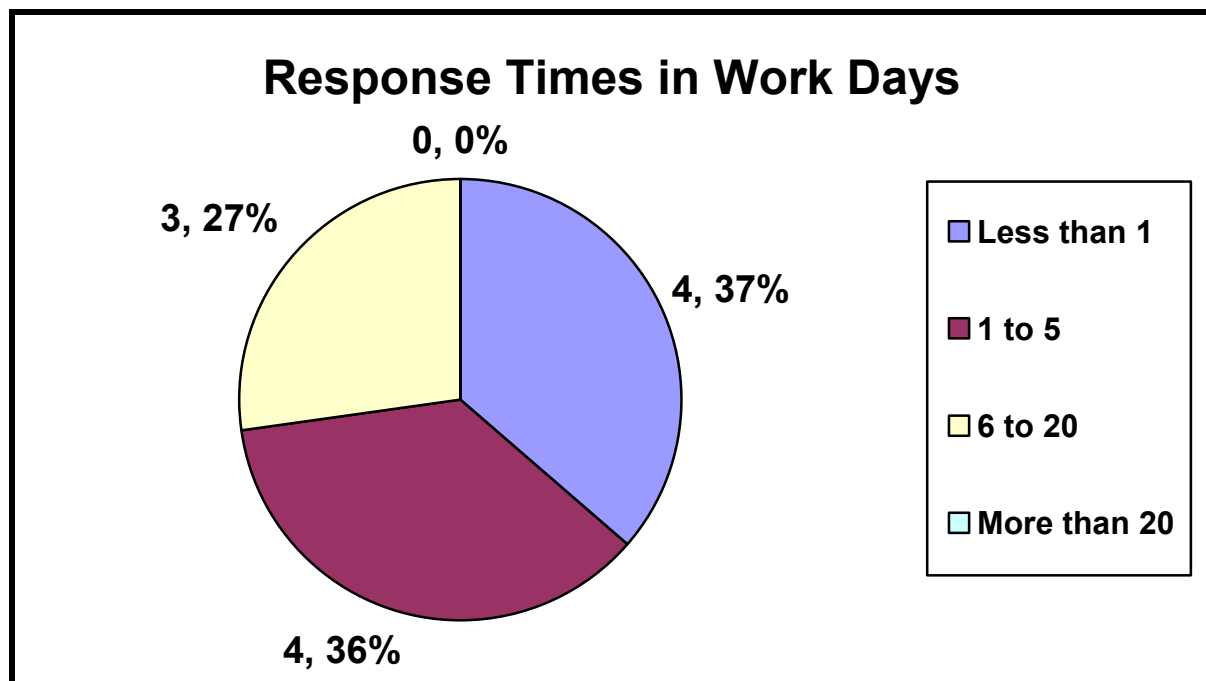
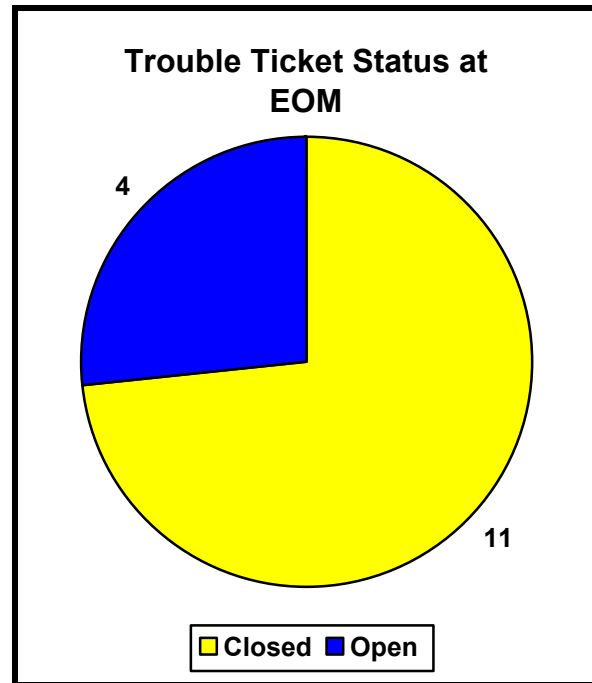
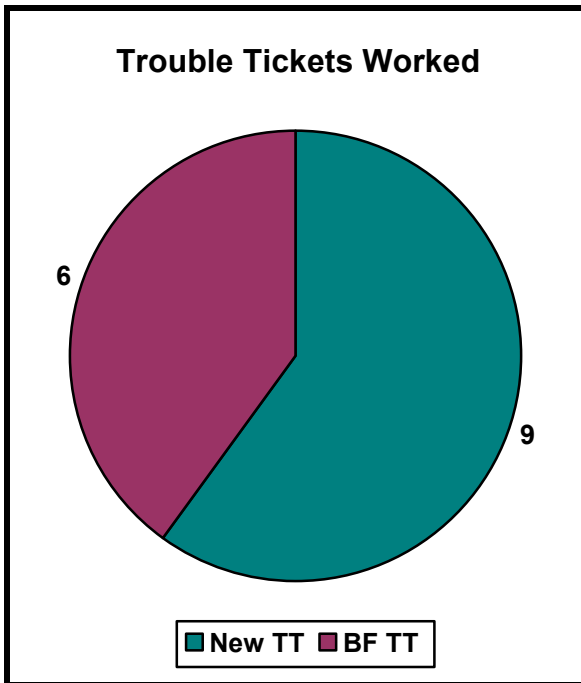
AFDI

40 Total Tickets Logged
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35 Tickets Completed
11 Tickets Open / Brought Forward To Next Period



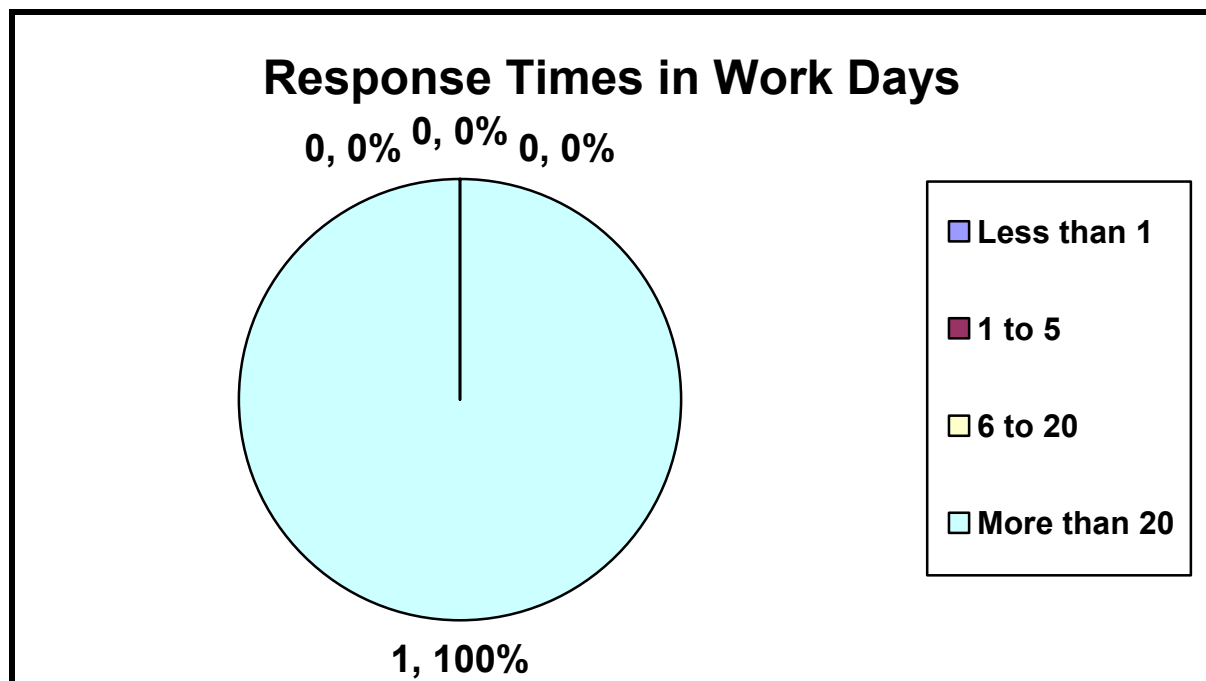
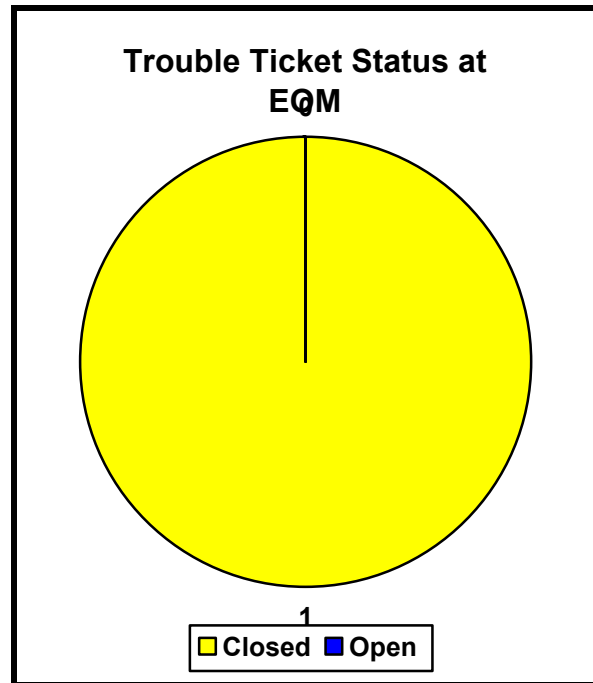
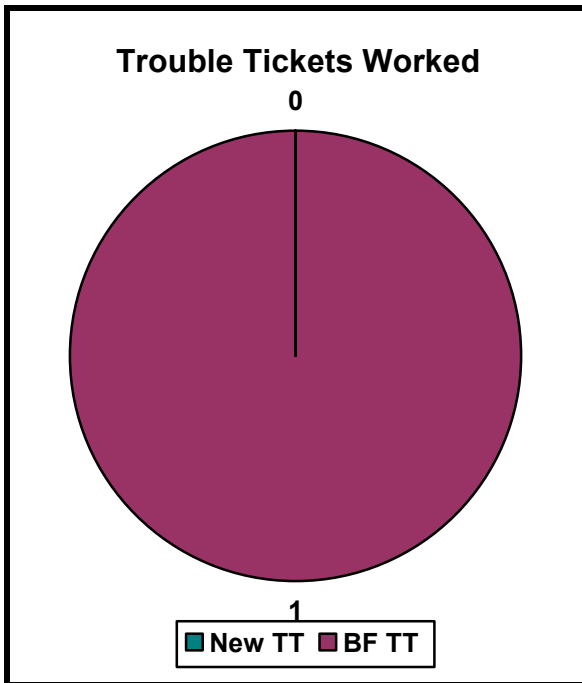
BROADSWORD

9	Total Tickets Logged
6	Tickets Brought Forward
15	Tickets In The System
11	Tickets Completed
4	Tickets Open / Brought Forward To Next Period



CSE-SS

0 Total Tickets Logged
1 Tickets Brought Forward
1 Tickets In The System
1 Tickets Completed
0 Tickets Open / Brought Forward To Next Period



ISSE

12	Total Tickets Logged
16	Tickets Brought Forward
28	Tickets In The System
14	Tickets Completed
14	Tickets Open / Brought Forward To Next Period

